

VIRGINIA RELAY SERVICE
Customer Contact Report
(January, 2004)

I. Commendations	Voice	TTY	Total
CA/OPR Related	7	8	15
Relay/OSD Related			
Other			
Total Commendations	7	8	15
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner			
Typing Skill/Speed			
English Grammer			
CA Hung up on me		1	1
Other (CA/OPR)			
Equipment			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)			
Methods Related			
Miscellaneous			
Billing Rate			
Scope of Service			
Other (Misc)			
Total Complaints		1	1
III. Inquiries/Comments	Voice	TTY	Total
General Information	1		1
Outreach/Marketing			
Explain Relay			
TTY Distrib/Purchase			
LEC Service			
Billing/Rate	2		2
Computer Settings			
Technical Related		2	2
Other	3		3
Total Inquiries/Comments	6	2	8
Grand Total	13	11	24